

Faisal Misle

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ABOUT

I'm a passionate, quick learning person with a strong passion for IT, security and systems administration. Armed with my MCSA, I currently help companies get the most out of their Office 365 deployments and investment. I enjoy helping people and making them happy; living by the phrase "Be Helpful" which has led to my passion for social customer care.

EXPERIENCE

Support Technician II - Cloud Office

Rackspace

San Antonio, TX

Jun 2017 - Present

- Worked with customers to setup, deploy and configure their 365 environments
- Develop best-practices guidelines to help our customers and get the most out of the platform
- Provide on-going support, diagnosis, and troubleshooting of the platform as well as a first line of support our customers can count on
- Have a direct connection to Microsoft Engineers should an issue arise that is beyond our control and are in constant communication with them regarding product updates and best practices so we can offer our customers the most out of their investment.

Support Technician - Cloud Office

Rackspace

San Antonio, TX

Oct 2016 - Jun 2017

- Managing more than 3 million mailboxes, I follow up on core issues for our Hosted Email platform via tickets, chats and phone calls with our customers and take ownership of escalations.
- Helped run an initiative to improve our public-facing knowledge base and nifty email help tool which decreased support contacts by 19% by revamping our customer facing documentation to make it easier to follow and understand
- Built relationships with our customers and understand them and their needs to make sure they're satisfied and their service is running at maximum productivity; as well as to be able to detect a customer's problem before the phone rings.

Technical Coordinator (Co-op)

Harvard Medical School

Boston, MA

Sep 2015 - Dec 2015

I worked collaboratively with researchers at HMS to identify, design, and deliver a wide range of technological solutions at the ever-changing forefront of biomedical research. Working closely with HMS Core Facilities, local IT Support, the HMS IT Client Services and Research Computing teams to provide valued, sustainable and well-supported services to meet research needs. Projects included deploying FTP servers and developing a supplemental data hosting service as well as assisting with a 80TB migration of file servers with different architectures

Social Support Specialist (Co-op)

Rackspace

San Antonio, TX

Jan 2015 - Apr 2015

As a member of the Social Support team, I helped oversee all Rackspace social channels (Twitter, Facebook, Reddit) which we use to listen to our customers' needs, wants and concerns and act on them relaying them to the proper team for action and resolution as well as acting as advocates for our customers with internal teams.

Assistant IT Administrator

INGESA

May 2014 - Aug 2014

May 2013 - Aug 2013

Performed IT administration duties on various company systems. Migrated current website to a new hosting platform as well as setting up and managing a local email system for the retail POS as well as setup the stores' IT environment. Also planned and coordinated a migration of company email to a third-party Hosted Exchange environment

Customer Advocate

Help Scout

Boston, MA

Oct 2012 - Dec 2012

My duties consisted on following up with new signups to see if they had any questions getting started as well as at the end of the trial to see if we were a good fit. Answered tickets and live chats in a timely manner and ensured Customer Happiness.

Product Evangelist

AYTM

Nov 2011 - Aug 2012

Answered tickets and live chats in a timely manner and ensured our customers were happy with our platform. Worked with the Chief Product Evangelist to optimize help desk efficiency, setup ticket workflows and automations and updated help documentation

EDUCATION

Wentworth Institute of Technology

Computer Information Systems

2012 - 2016

Minor in Computer Networking

Dean's List: Fall 2013, Spring 2014

AWARDS

Communications Volunteer of the Year

American Red Cross of Massachusetts

Jun 2015

PROJECTS

Keypad

I help with the backend infrastructure to deliver the product including setting up & manage servers/overall hosting as well as setup & manage the CDN for early-stages product delivery after being featured by various media publications. Also setup, manage and optimize a help desk and social media command center to route and act upon incoming requests and generate and deliver NPS reports with feedback to be included in future releases.

Cloud Office Email Help Tool

Rackspace

As part of our commitment to providing Fanatical Support, I am responsible for updating our customer facing documentation in our Email Help Tool. This tool presents a series of questions and answers to route the user to the appropriate setup article or troubleshooting article.

Some new features I've helped implement into the tool:

- Update and rewrite the content to match the latest technological upgrades to our supported devices and platforms (iOS, Android, etc)
- Deploy new images using our in-house image API which inserts the user's details and environment specific information directly into the screenshot for easier understanding by the customer
- Set a standard article template, so that all articles have the same structure
- Track, analyze, and gather feedback of customer usage of the tool to identify pain points and reduce redundant support calls
- Provide actionable data to leadership on how this tool is used so we can improve support processes around it
- Decrease by 19% support contacts regarding our most popular support interactions

Our goal is to be the industry leader in helpful customer-facing documentation that makes our customers feel like heroes.

Weathercloud

Create, setup, manage and maintain a group of servers with my coworker from Harvard Medical that includes an in-house mail server, git server, as well as other open source tools. We look for ways to optimize server management, monitoring, scalability and overall maintenance.

SKILLS

Native Spanish Speaker (Read/Write)

Proficient with Linux-based server administration

Setting up and configuring DNS, FTP, SSL, Apache, MySQL

MCSA: Office 365

Google Apps Certified Administrator

Experience managing CRM + help desk tools

Managing a social media command center

Experience with Active Directory

Basic knowledge of Swift

CONTACT

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